A GUIDE TO YOUR TELSTRA T-HUB® 2 HANDSET

FOR MORE INFORMATION:
CALL 1300 136 841
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IT'S HOW WE CONNECT

LET'S GET THIS SHOW ON THE ROAD

This guide will help you get started as quickly and easily as possible. It'll help you get connected and show you all kinds of ways to get the most from your T-Hub® 2 Handset. You'll be making calls in no time.

For more information on using your T-Hub® 2 Handset visit telstra.com/thub or visit Telstra Crowd Support at www.crowdsupport.telstra.com.au.

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LET'S GET STARTED

PREPARING THE HANDSET

1. Remove the back cover of the handset.
2. Insert batteries in the handset
3. Replace the handset cover.
4. Place the handset into the handset dock and connect the dock to mains power using one of the power supplies provided.

You can now turn the handset on by pressing and holding down the **Power** key .

Note: It is recommended that the Handset is charged initially overnight to get optimum battery performance.

REGISTERING YOUR THUB 2 HANDSET

Once the handset is registered, you will be able to make and receive calls, manage contacts and access voice messages.

If your T-Hub 2 Handset came as part of a T-Hub 2 Kit, it will already be registered to the T-Hub 2 Base Station. You can always tell if your handset is registered as it will always display the home screen.

Handset Home Screen

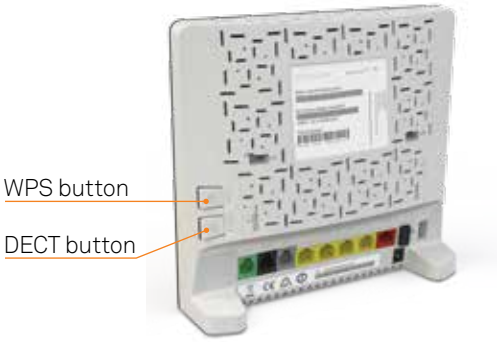
TO REGISTER YOUR T-HUB 2 HANDSET

1. If you have not done so already, turn on your handset. It will prompt you to register the handset – select “Register handset”, and press **OK**.
2. Your handset will then prompt you to prepare the base station for registration;

Registration Screens

- If you have a base station, press and hold down the Page button for 3 seconds, until the LED light is flashing blue.

- If you have a T-Gateway, press the white DECT button which is located on the back for 3 seconds. The DECT LED on the front of the T-Gateway™ should now flash orange.



3. On the handset, press **OK** to start registration – this may take up to 60 seconds to complete. Once registered, the handset display will read ‘Handset registered’.

   An antenna symbol will also appear on the top left hand side of the handset screen .
4. To test that you have dial tone, press the **Call** button on the handset .

HANDSET SETUP

You can choose to place your handset anywhere in your home – depending on whether or not you want to "dock" it together with the base station or T-Gateway. The advantage of docking your handset is that you only need one power supply (which saves on clutter).

If you want to locate your handset separately to your base station or T-Gateway – simply choose a location for your handset dock near a power point in your preferred room, and plug it in.

If you want to locate your handset together with your base station or T-Gateway, follow these simple steps:

1. Remove the plastic cover from the bottom of the base station by pulling it towards you.
2. Push the handset dock into the cavity at the bottom of the base station – it should click into place.
3. To remove, press down on the lever under the handset dock and pull it away from the base station.

CONNECTING THE HANDSET TO THE T-GATEWAY

To connect the handset to the T-Gateway:

1. Remove the plastic cover from the bottom of the T-Gateway by pulling it towards you.
2. Push the handset dock into the cavity at the bottom of the T-Gateway – it should click into place.
3. To remove, press down on the lever under the handset dock and pull it away from the T-Gateway.

Warning: Care should be taken when using the handset when it has been left off the handset dock. The handset includes a magnetic coupling feature in the receiver for use with hearing aids and, as a result, may also pick up and retain small pins and staples and other small magnetic items near the receiver.

A CLOSER LOOK AT THE THUB 2 HANDSET

1	**LED Indicator**	The LED indicator shows the status of the Handset.

LED INDICATOR	HANDSET STATUS
Solid green	Batteries near to fully charged.
Flashing green on dock	Batteries charging.
Flashing blue	You are receiving an internal or external call. You have one or more missed calls. You have one or more voice mails pending.
Solid red off dock	Low charge.
Flashing red off dock	Very low charge, batteries need charging.
Flashing red on dock	Charging batteries.

FEATURE	DESCRIPTION
2 **Volume control**	• To control the volume of the speaker on your Handset. • During a call use the Up/Down key to increase the volume of caller's voice.
3 **Left soft key**	• To select the option shown above it in the display.
4 **Right soft key**	• To select the option shown above it in the display.
5 **OK/Select button**	• To confirm or select. • From standby, to display new event messages on the display.

	Up	• To scroll up through menus/lists. • From standby, to open the Dialled calls list. • During a call, to increase the volume of the callers voice.
	Down	• To scroll down through menus/lists. • From standby, to open the All calls list. • During a call, to decrease the volume of the callers voice.
	Left	• To scroll left through menus/fields.
	Right	• To scroll right through menus/fields.
6	**End/Power button**	• To end a call. • To exit a menu. • When holding, to switch the Handset off or on.
7	**Talk button**	• To make or receive a call. • During a call, to switch to and from handsfree mode.
8	**Keypad**	• To enter numbers/letters.
9	**Voicemail**	• Hold this button down for at least two seconds to check your Voicemail.
10	**Internal calls**	• Press this button to make an internal call to another Handset registered to the same Base station.
11	**Recall**	• Press and hold this button to switch to an incoming call (if Call Waiting is activated on your phone service).

Warning: The T-Hub® 2 Tablet and Handset require electricity to work. During power failure you will not be able to make any telephone calls. Alternative arrangements should be made to access emergency services in times of power failure.

BATTERY

Charge Duration

The T-Hub 2 Handset will run for 3 hours of continuous use when fully charged. When it is not in the dock being charged, it will last up to 3 days. This will be influenced by whether you fully charge the handset each time and environmental factors such as temperature.

To keep the battery in the best condition, leave the handset out of the dock for a few hours at a time.

Charging the Batteries

The handset battery icon (in the top right-hand corner of the screen) shows how much battery life the handset currently has. When the handset battery icon is showing as empty (no bars), you will need to recharge the handset by placing it back into the handset dock.

You may also hear a “low battery” warning beep if the handset is being used while the battery is approaching empty. While the handset battery is charging, the battery icon will show animated bars “filling up” the battery level.

If the battery icon appears to suggest that your handset is charging but when you remove it from the dock after 30 minutes and the handset turns off, it may suggest that your batteries are not working and need to be replaced.

Replacing the Batteries

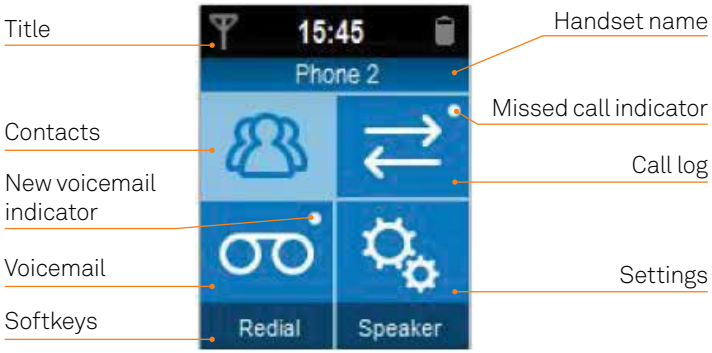
The T-Hub 2 batteries will last for 24 months. If the handset batteries don’t appear to be staying charged for as long as it used to, you can replace them with another set as long as they have similar specification, i.e. 1.5V AAA Ni-MH batteries, 600mAh or greater.

CALLING

HOME SCREEN & EVENT NOTIFICATIONS

The Home screen is composed of 3 parts:

- Top bar named **Title**: Details the time & battery, ringer status, telephone connectivity and alarm symbols
- Below the Title bar: Displays the name of the handset
- Bottom Bar: Redial soft key to access the **Outgoing call** list and **Speaker** soft key to go off-hook in speaker mode.



TAKING A CALL

When the handset receives an incoming call the caller's information is displayed.

Incoming Call

If there is a match between the incoming number and a contact in the T-Hub 2 Contacts, the first name and last name will be displayed. If there is no match, the number will be displayed.

When a call is received with an unknown number the handset will display Unavailable in the incoming call screen.

When a call is received with a private number, the display will show Private in the incoming call screen.

REJECTING, ANSWERING AND ENDING THE CALL

Rejecting a Call

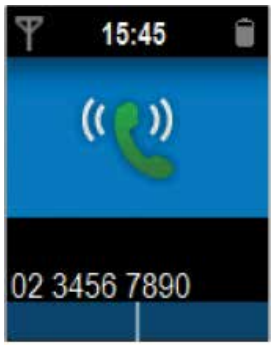
Reject a call by pressing the **Power key** or pressing the left soft key named Silence. The ringtone for that handset shall be silenced. All other handsets and tablets registered to the base station or T-Gateway will continue to ring.

Answering a Call

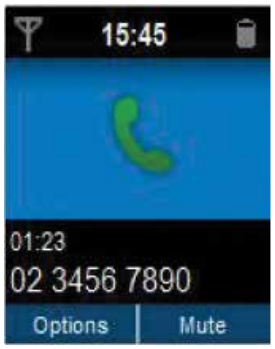
The call is answered by pressing the **Talk** key. The callers details and call duration is displayed.

Ending a Call

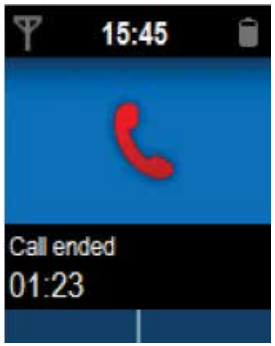
The call is ended by pressing the **Power** key or by the other party.



Rejecting a Call



Answering a Call



Ending a Call

INCOMING CALL DURING A CALL

To take an incoming call when on another call, select **Answer** on left soft key.

Once the incoming call has been accepted, swap between the incoming call and the other call by pressing the **Swap** button.

Incoming 2nd Call

Incoming Call on Hold

Note: Select **Reject** to reject the incoming call. The call waiting beeps will continue in the background until the calling party hangs up.
If the internal call is released by one of the handset or tablets, the remaining handset or tablet is automatically connected to the external call.

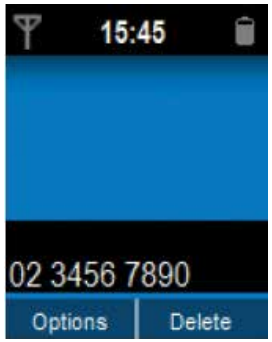
OUTGOING CALL

Making a Call

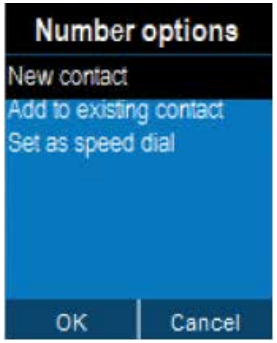
Start dialling the numbers and press the **Talk key** to make a call. The calling screen will be displayed and the call timer will start.

From this screen the Options available include:

- Record number in Contacts
- Set number as a Speed dial number



Rejecting a Call



Number Options Screen

Dialling from Contacts

Search for a contact by selecting the **Contacts** icon from the handset and begin typing the contacts name using the keypad. Alternatively, scroll down the list of contacts.

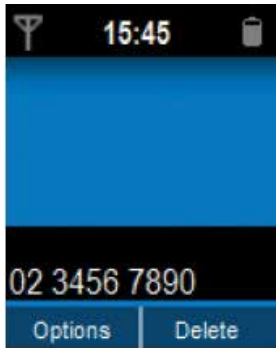
Once a contact is selected, the default number appears below the name. Use the left and right to change the number (if more than one number recorded). Press the **Talk key** to make a call.

Dial Contacts

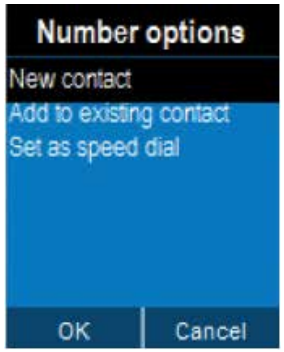
Dialling from the Call Log

When an entry within the **Call Log** is selected, pressing the **Talk** key will dial the number.

A press on the **Power** key will take you back to the handset home screen.



Pre Dialling Screen



Number Options Screen

INTERNAL CALL

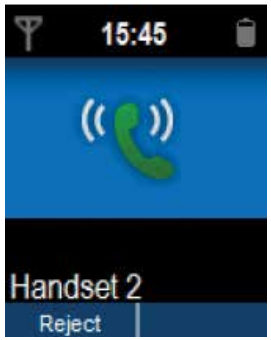
Press the **INT** key INT to make an internal call to another handset or tablet registered to the base station or T-Gateway.

If there are 3 or more registered or tablets, their details will be displayed. Otherwise the handset will call the other registered device automatically.

If the receiving handset doesn't answer the incoming call after 30 seconds, the internal call will be automatically dropped.

When the internal call is terminated by either party, the other handset will automatically hang up.

Make an Internal Call

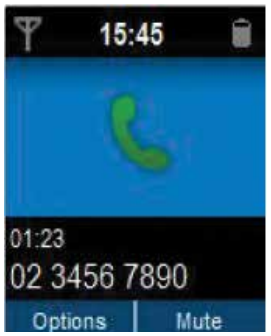


Incoming Internal Call

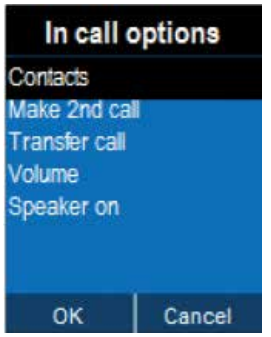
Active Internal Call

TRANSFERRING A CALL BETWEEN HANDSETS

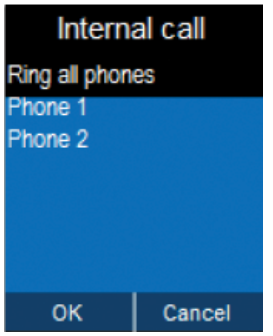
- To transfer a call to another handset or tablet that is registered to the base station or T-Gateway, select the **Options** soft key
- Scroll down to select **Transfer call** and then select **OK**.
- Scroll down to the phone that the call is to be transferred to or select **Ring all phones** to ring all handsets and tablets and then select **OK**



Call Answered

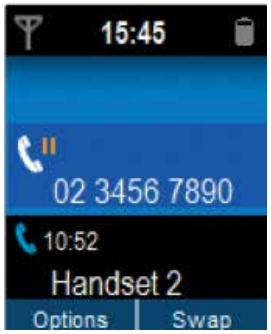


In Call Options

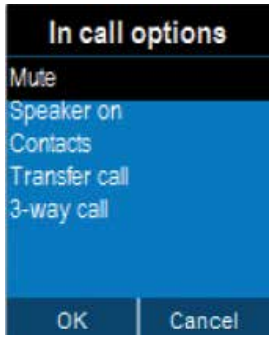


Transfer Call

- When the other phone answers the internal call, a link is established with the handset and the external caller hears silence.
- To transfer the call, the handset that sets up the call needs to select Options using the left soft key and select **Transfer call**.



Call Transferred



Transfer In Call Options

CALL WAITING

Beeps will sound during a call if another call is received. The name of the number or name of the caller will be displayed.

Select **Answer** to answer the call.

If the call waiting is answered, the first call is put on hold and the call is established with the second call.

Call Waiting

Note: In the unlikely event that another call comes in while on an internal call and there is already an external call on hold, the internal call will be dropped, and the incoming call will be connected.

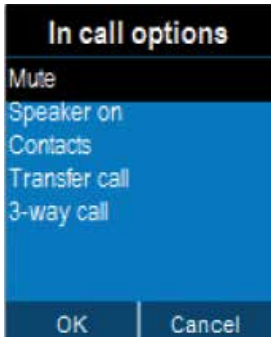
Swap between callers by selecting the **Swap** soft key.

Swap Callers

Note: The call that is on hold is highlighted in blue on the screen e.g. John Ford. The active call is highlighted in black on the screen e.g. 0234567890

Use the **Options** soft key to choose from a number of options, including ending the current call.

Select **Hang up active call** to end the active call and switch back to the call that is on hold.

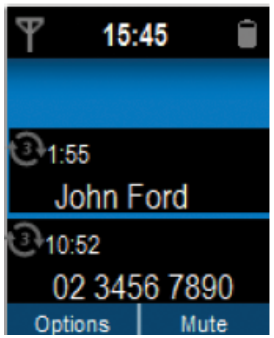


Transfer In Call Options

3-WAY CALL

Once the call waiting call has been answered and there is one call on hold, merge both calls to set up 3-Way call by selecting **Merge calls** in the **Options** menu.

The call will to continue with the remaining caller if one of the callers hangs up.



3 Way Call

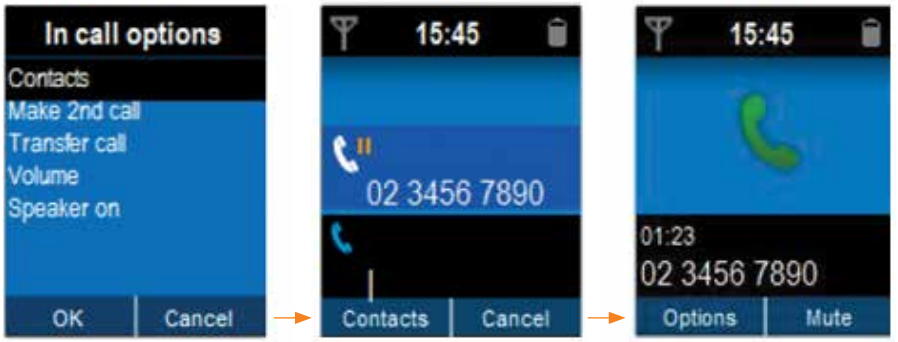
Note: A merged call cannot be transferred.

MAKE 2ND CALL

Initiate a second call by selecting **Options** and **Make 2nd call**.

Once the dial tone is heard, begin dialling the number or select the person to call by selecting **Contacts** and then press **Call**.

Press the **End** soft key to end the second call and be reconnected to the first call.



Make 2nd Call Screens

PAGING

Paging is initiated by pressing and releasing the top button on the Base Station (**Page button**) or **DECT** button on the T-Gateway. All devices registered to the Base Station or T-Gateway and in range will begin to ring.

Paging is offered for 1 minute. At the end of that time all handsets and tablet will stop ringing.

The paging call is presented as an internal call & can be stopped by following actions:

- If the **End** option is selected or End Call is pressed on any handset the paging notification is removed from all handsets.
- Can also be stopped by pressing and releasing the **Page** button on the base station or DECT button on the T-Gateway again.
- Pressing the **Talk** button during Paging call acts in the same manner as pressing the End Call button: Ends the paging call.

Paging calls are not presented on handsets which are in use.

If the ringer is switched off on a handset, this is temporarily disabled for paging so that the handset can be found.

CALL LOG

The Call Log lists All Calls, Missed calls, Incoming calls (answered), Outgoing calls, to a maximum of 150 entries.

A small dot will appear on the Call Log icon to indicate a missed call. Once all the missed call details have been viewed in the Call Log the indicator will disappear.

To move from one list to another, use the **Left** or **Right** keys on the handset.

To call a number from the Call Log list, highlight the name/ number using the Up/Down scroll keys and press the **Talk key** .

Save a number in the call log by scrolling to the number, selecting **Options** and select **New contact**.

CONTACTS

Add, delete and view contacts by selecting the Contacts icon using the scroll keys and the OK button on the handset.

View up to 1000 contacts that are shared between the T-Hub 2 handset and other tablets registered to the same base station or T-Gateway.

Note – contacts will not be shared between non T-Hub 2 devices registered to the base station or Gateway.

Note: Contacts will not be shared between non T-Hub 2 devices registered to the base station or Gateway.

Important Note
Only those contacts that are synchronised with the BigPond email account setup during the Installation Wizard will be shared across the T-Hub 2 handsets and tablets.
Any contacts sourced from an account created after completing the installation wizard, eg. Secondary BigPond account, Facebook, Gmail, will only be viewable on the tablet that it has been set up on.

Contacts Fields

The contacts fields on the handset are made up of the following:

- First name (20 characters),
- Last name (20 characters),
- Home number (25 digits),
- Mobile number (25 digits),
- Work number (25 digits)
- Ringtone (to assign a dedicated ringtone to a contact)
- Default number (to select the number to be used by default in case of more than 1 number in a contact).

Contact Fields Screen

All the fields defined in Contacts are synchronised with the Tablet.

There are more fields available on the T-Hub 2 tablet, however they are not visible on the handsets.

CONTACT SYNCHRONISATION

When a new contact is stored, modified or deleted on the handset, synchronisation is automatically performed between the tablet, handset & the base/T-Gateway. The contact will be stored in the BigPond account setup during the installation Wizard.

CONTACTS LIST

From the handset home screen, the contacts list can be accessed by scrolling to the **Contacts** icon and pressing **OK**.

The first line is used for performing a quick search. By typing in text, the contact list will jump to the contact result that is closest to the entry.

A selected contact will display the **First Name** and **Last Name** and the default phone number.

Browse the list of contacts with the **UP** and **DOWN** keys. If the contact has more than one phone number, change the number to be called by scrolling with **LEFT** and **RIGHT** keys.

To make a call press the **Talk** key or press **OK**, it will dial the selected number.

Contacts Screen

Once the contact is selected, press the **Options** soft key and another menu will pop up.

Add contact to add a new contact into Contacts.

View details to see all fields of this contact.

Edit to modify contact fields.

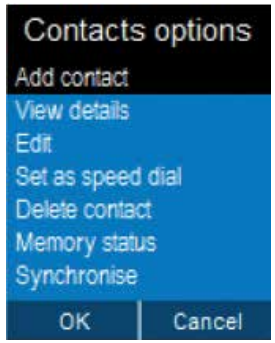
Set as speed dial to choose a shortcut from idle to dial this number (long press on the digit will call that number directly).

Note: Digit 1 is assigned to the voicemail number and cannot be assigned to another number.

Delete contact to delete this contact.

Memory status to know the remaining space available to save contacts.

Synchronise to force the contacts to be synchronised between the base station or T-Gateway and the tablet.



Contacts Options Screen

EDIT A CONTACT

To edit a contact:

- Select the contact, select the **Options** soft key and select **Edit**
- Use the **Up** and **Down** keys on the handset to move between fields.
- Press the **Save** soft key to save or press the **Cancel** soft key to clear digits or characters in the field.

ADD A CONTACT

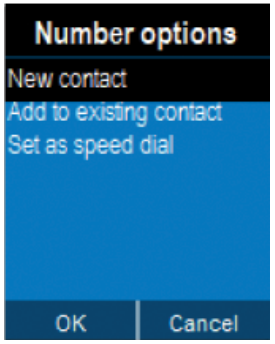
To add a contact:

- Select **Contacts** from the handset Home Page.
- Press the **Options** soft key
- Select **Add contact**
- Edit the necessary fields

Add a contact from the Call Log.

- Select the **Call Log** from the handset Home Page
- Scroll down to the phone number
- Press the **Options** soft key
- Select **New contact** or **Add to existing contact**

Edit Contact Screen

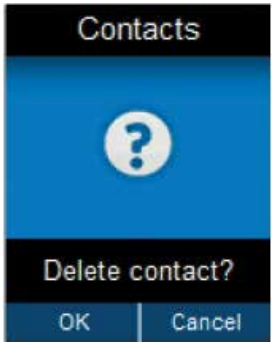


Create a Contact Screen

Alternatively, add a contact by typing in the number from the Home Screen and then select **Option** to add the number to **Contacts**.

DELETE A CONTACT

- To delete a contact, select **Contacts** from the handset Home Page.
- Select the contact to delete.
- Press the **Options** soft key
- Select **Delete contact**



Delete a Contact Screen

RINGTONE

It is possible to assign a ringtone to a contact when creating or editing a contact.

SETTINGS

Use the Settings function to adjust the:

- Sound
- Display
- Time
- Call Features
- System

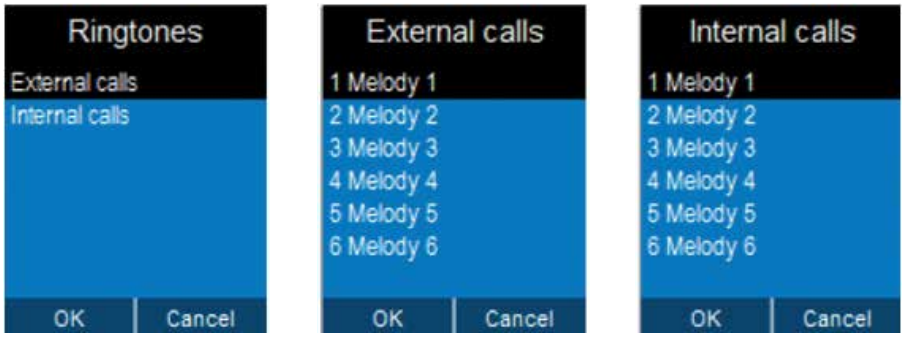
SOUND

Modify the ringtones, ringtone volume, handset and speakerphone volume and alert tones.

Sound Settings Screen

Ringtones

Modify the ringtone to be played for incoming (external) or internal calls.



Ringtones Setting Screens

Ring Volume

Modify the volume of the ringtone. By default it is set on Level 3.

Handset volume

Modify the volume of the handset when on a call. By default it is set on Level 3.

Speaker volume

Modify the volume of the call when it is on hands free. By default it is set on Level 3.

Ring Volume Screen

Handset Volume Screen

Speaker Volume Screen

Voicemail alert

Turn the voicemail alert tone to off or on. It is set as **On** by default.

Voicemail Alert

Handset tones

Turn the **Keypad, Low Battery and Out of Range** handset tones to off or on.
All tones are set as **On** by default.

Handset Tones

DISPLAY

Wallpaper

The wallpaper can be selected from the 6 available wallpapers, with blue being the default:

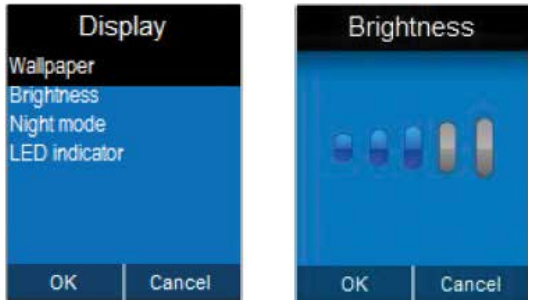
Wallpaper Options

Note: The wallpaper will only change for the Home screen - all other screens will use the default blue wallpaper

Brightness

Modify the brightness of the display by selecting **Settings** from the Home Screen, followed by **Display** and then **Brightness**.

Modify the brightness to one of five levels.



Handset Brightness

Night Mode

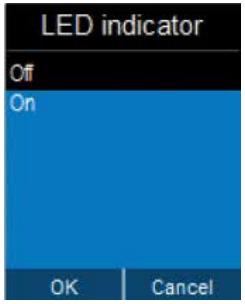
The following options are available when setting Night Mode:

- **Off** turns Night Mode off. This is the default setting.
- **Dim screen** turns the handset screen off between 9pm to 6am.
  Note: The time that the screen dims cannot be adjusted.
- **Dim screen & LED** turns the handset screen and LED off from 9pm to 6am.

Night Mode

LED Indicator

Turn the LED indicator off or on. By default the LED in turned on.



LED Settings

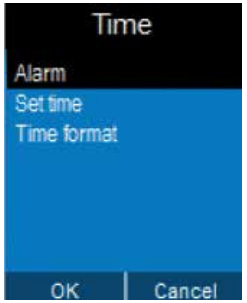
TIME

Set an alarm, time and change the format in which the time is presented from 12 hour to 24 hour.

If the handset is registered to a T-Gateway, the time on the handset will be automatically synchronised with the T-Gateway which receives the time from the internet. Change the time on the handset manually, however the handset call log will no longer be synchronised with the call log on all other devices registered to the T-Gateway.

If the handset is registered to a T-Hub 2 Base Station, the time on the handset will be automatically synchronised with the base station which receives the time from the internet. If the base station is not connected to the modem/router using an Ethernet cable, the handset time will have to be manually set. Each time the handset batteries are removed/replaced or the base station is turned off, the time will have to be reset.

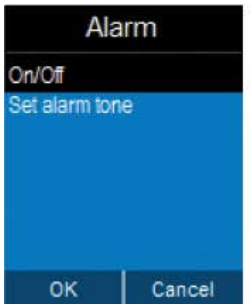
If the handset is receiving the time from the T-Gateway or T-Hub 2 Base Station, it will automatically change for daylight saving.

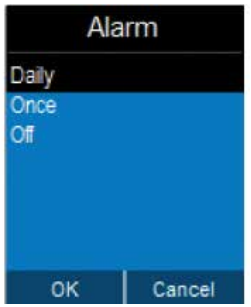


Time Settings

Alarm

One alarm can be set to ring only once or on a daily basis. The alarm is specific to the handset and does not synchronise with other T-Hub 2 handsets or tablets registered to the base station.





Alarm Settings

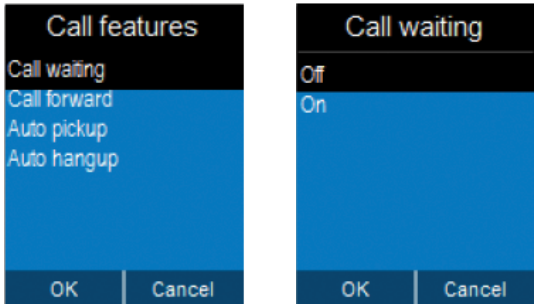
Time format

Set the time on the handset to be displayed in 12 hour or in 24 hour format.

Time Format Settings

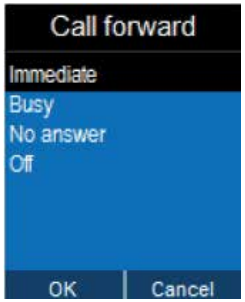
CALL FEATURES

Modify the call waiting, call forwarding and other call features.
Call Waiting - turns **Call Waiting** on or off.



Call Waiting Settings

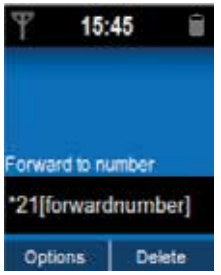
Call Forward – turns **Call Forward** on or off. Under this feature, select from



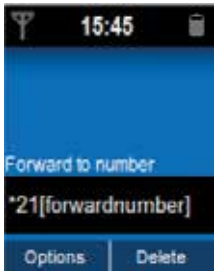
Call Forward Settings

- **Immediate** – forwards all calls immediately to a nominated number

Immediate Off



Set Immediate On



Call Immediate On

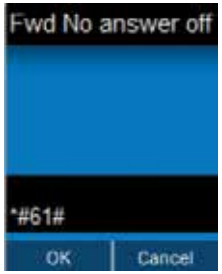
- **Busy** - forwards all calls to a nominated number if the line is busy

Immediate Off

Set Immediate On

Call Immediate On

- **No answer** – forwards all calls to a nominated number if the call is not answered



No Answer Off

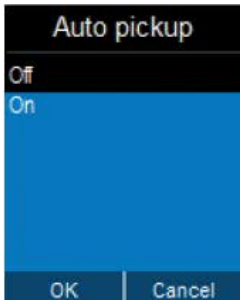
Set No Answer On

No Answer On

- **Off** – turns off all Call Forward settings

Upon activating or deactivating a call forward feature a confirmation tone and a recorded voice response acknowledging the status will be heard.

Auto Pickup – will automatically connect the call when you pick the handset out of the dock. This is set to **On** by default. When it is **Off**, select **Answer** when the handset is picked out of the dock.



Auto Pickup Settings

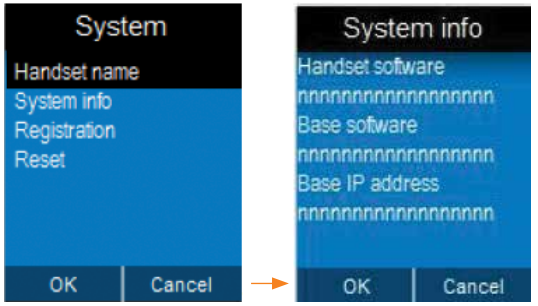
Auto Handsfree – will automatically put all calls on handsfree when the call is answered. The handset will remain in handsfree even if the handset is put back into the dock. If the setting is **Off**, the call will end when the handset is put back into the dock.

Auto Handsfree Settings

SYSTEM

System Info

The software version of the handset and base station or T-Gateway can be accessed from **Settings** and selecting System followed by **System Info**



System Info Settings

Handset software: displays the software version of the handset

Base software: displays the software version of the base station or T-Gateway that it is registered to.

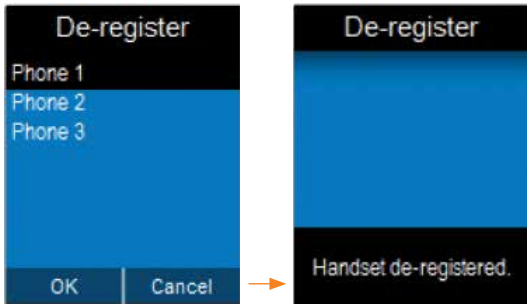
Important Note
If the handset is registered to a T-Hub 2 Base Station, the T-Hub 2 Base Station must be connected to a modem/router using an Ethernet (yellow) cable if the Base and Handset is to receive the latest software updates

Base IP address: this give the IP address of the base station or T-Gateway.

Note: the IP address will not be presented if the T-Hub 2 Base Station is not connected to a modem/router using an Ethernet (yellow) cable

Registration

A handset can deregister another phone or tablet or deregister itself. Once de-registered, the handset will show the **Not registered** screen.

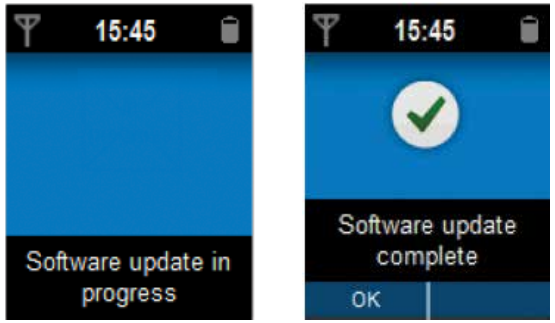


De-Register Handsets

SOFTWARE UPDATES

Software updates are performed automatically. The handset will check on a daily basis or each time it is turned back on against the base station or T-Gateway to see if there is an update available.

When there is an update available, the handset will initiate the installation process and preventing calls from being made or received.



Software Updates

If the software upgrade is interrupted for any reason (batteries go flat, handset out of range, batteries removed), the software upgrade is stopped but will restart automatically when the handset is once again available.

Once the upgrade is finished, the screen will show **Software update complete**. A press on the **OK** button will return the display to the Home Screen.

Important Note

If the T-Hub 2 Handset is registered to a T-Hub 2 Base Station, the T-Hub 2 Base Station must be connected to a modem/router using an Ethernet (yellow) cable if the Base and Handset is to receive the latest software updates.

KEYPAD LOCK

The handset keypad can be lock and unlocked from the home screen by a long press on the ***** key.

Press **OK** to unlock the keypad if you press any key.

It will still be possible to dial **000** if the keypad is locked.

TROUBLESHOOTING

CONTACTS

I can't see the contacts that are on my T-Hub 2 Tablet on my T-Hub 2 Handset?

Only those contacts that are created on the tablet and synchronised with the BigPond account setup during the installation wizard are shared across T-Hub 2 Handsets and Tablets. Contacts from other accounts such as Google, Windows Live, Facebook are only visible on the T-Hub 2 Tablet.

I can't see the contacts on my non T-Hub Handset?

T-Hub 2 contacts cannot be synchronised with non T-Hub 2 handsets.

Are contacts created on the Handset always shared on the Tablet?

Yes.

Is there any way to disable contacts that are created on the Handset from being shared across other T-Hub 2 handsets or Tablets?

No.

SOFTWARE UPDATES

How long does it take to update the software on the Handset?

After it has been downloaded, it should take no more than 10 minutes to upgrade the handset.

How do I know that have the latest software on the Handset?

Check the software version on the Handset by going to **Settings-> System->System Info->Handset Software** and check it against the software version outlined on www.telstra.com/thub FAQ's.

What does it mean if Handset LED is flashing red?

When the Handset LED is flashing red it means that they are in the process of downloading and installing a software update. Do not remove the power or the ethernet cable from the base station during an update otherwise the handset or base station may be damaged.

Red LED static when off dock means that the battery status is low (25%).

Red LED flashing when off dock means when the battery status is very low (almost empty <5%).

Does the software update count towards my usage?

No. All software updates are unmetered.

REGISTRATION

How can I connect an existing cordless telephone to the T-Hub Base Station?

For non T-Hub handsets, refer to the User Manual for that device for step by step instruction on how to set up the handset for registration. The registration setting can usually be found within the Settings section of the handset.

Once the handset is ready, hold down the **Page** button (top button on the front of the Base Station) or **DECT** button on the T-Gateway for 5 seconds. It should start flashing blue.

Press OK or confirm (dependent on the handset) to start the registration process.

Note: For non T-Hub handsets to connect to the T-Hub 2 Base Station it must be GAP compliant. Majority of the major brands are GAP compliant.

SETTINGS

How do I turn off the Handset screen at night?

From the Handset, select **Settings->Display->Night mode** and select whether the Screen is to be turned off or whether the screen and LED is to be turned off.
Note – the screen will only be turned off between 9pm and 6am.

What does it mean if the Handset LED is flashing "blue"?

This means that there is a missed call or voice message.

What does the white dot on the Call Log icon mean?

There is a missed call.

What does the white dot on the Voicemail icon mean?

There is a new voice message.

CUSTOMER SERVICE AND PRODUCT WARRANTY

IMPORTANT

Please retain this booklet with your sales receipt as proof of the date of purchase.

Customer Service

If you require assistance in operating this product please call Telstra T-Hub Support on 1300 136 841.

Voluntary Product Warranty

In addition to your Statutory Rights and subject to the conditions in the next paragraph, Telstra also warrants that this product will be free from any defect in materials or workmanship under conditions of normal use for a period of 24 months from date of purchase.

We do not warrant that the product will be free from defects caused by an accident, misuse, abuse, improper installation or operation, vermin infestations, lack of reasonable care, unauthorised modification, loss of parts, tampering or attempted repair by a person not authorised by Telstra; or where the product has been damaged by lightning or a mains power surge.

Where a valid claim is made under this Voluntary Product Warranty, we will, at no cost to you, repair or replace the product within a reasonable time. Subject to your Statutory Rights, if your claim under this Voluntary Product Warranty is not valid, you may be charged a fee under this Voluntary Product Warranty for the service and for any direct costs associated with having the product delivered for service.

To make a claim under this Voluntary Product Warranty, you must provide proof of purchase and call Telstra T-Hub Support on 1300 136 841 to arrange, at our expense, for a prepaid return satchel for you to send the product and all the components from the original purchase. Alternatively, you may return the product and all the components from the original purchase to a Telstra Shop to make a claim under this Voluntary Product Warranty.

The benefits conferred by this Voluntary Product Warranty are in addition to other rights and remedies that are available to you under law, which cannot be excluded. The processes for this Voluntary Product Warranty in no way limit your rights which arise as a result of your Statutory Rights.

This Voluntary Product Warranty is given by:

Telstra Corporation Limited, ABN 33 051 775 556

Business address: 242 Exhibition Street, Melbourne, VIC 3132

Phone number: 1300 368 387

Email address: customerfeedback@team.telstra.com

Please note: These contact details are not product return or service contact details. To make a claim in relation to this Voluntary Product Warranty, please call

Telstra T-Hub Support on 1300 136 841 or visit your place of purchase.

Statutory Rights

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

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